Cañada College

Program Review - Annual Update

Admissions & Records

Mission

1. How does your program align with the college and district mission?
It is the mission and commitment of Admissions & Records (A&R) to promote our student first philosophy and provide high-quality services to support all students in achieving their educational and/or career goals. By applying advanced technology, we effectively guide students through the application, registration, and degree/certificate application processes, while adhering to Title V, California Education Code, and SMCCD Board Policy standards, all while promoting an equitable enrollment process & learning environment for the diverse community of students, faculty, staff, and community in which we serve.

Program Description

2. Provide a brief description of your program, what does your program do and who does your program serve?
A&R drives student success by providing essential services beyond admissions and enrollment, including VA certification, transcript processing, IGETC/CSU/Cal-GETC certifications, degree and certificate evaluations, MIS reporting, and enrollment verifications. The department supports faculty with grade changes, census collection, and prerequisite error resolution, while actively partnering with outreach, dual enrollment, and instructional programs to ensure seamless support across campus.
The A&R team is highly trained and committed to providing students with clear, equitable pathways to success by identifying and removing barriers to their goals. Admissions & Records advances the division, college, and District missions of transformational education, student equity, and economic justice by serving marginalized, underserved, and disproportionately impacted students -- empowering them to transform their lives and strengthen their communities.
A&R serves the following:

- Students, Staff, Faculty, Administrators (including CSM & Skyline when needed)
- Student Services Programs
- Instructional Programs
- District
- CRM, SSL, DegreeWorks, TES
- Community
- Local high schools: Dual Enrollment, Middle College, Concurrent Enrollment

Looking Back: Accomplishments and Challenges (Suggested word limit 400)

3. Describe major accomplishments since the last program review cycle.
One of A&R's most impactful achievements has been implementing the "6 Units or Less" and "AB 1232 English Courses Only" non-resident fee waivers, in coordination with the SB 893 Free College program. These initiatives advance access, affordability, and equity by reducing or eliminating non-resident tuition for qualifying students, including undocumented and non-resident populations. Since Fall 2022, the "6 Units or Less" waiver has grown from 47 to 294 petitions by Spring 2025 -- a 525% increase over seven semesters. Paired with SB 893, which fully covers tuition and enrollment fees for San Mateo County residents, these programs have significantly expanded financial access and enrollment opportunities for traditionally underserved students.

While processing the “6 Units or Less” and “AB 1232 English Courses Only” petitions takes considerable time and attention, the work is deeply rewarding. Each approved petition represents a student who can now take meaningful steps toward their educational and personal goals, many for the first time without the burden of financial hardship. The impact of these initiatives is felt not only in enrollment numbers but in the gratitude and renewed sense of possibility expressed by students.

4. Describe major challenges since the last program review cycle. How have these challenges contributed to the expansion or continuation of equity gaps?
Automating processes and launching new initiatives ultimately enhance student services and advance institutional goals. Admissions & Records leads these efforts, creating more efficient, accessible, and streamlined systems for students. Rapid districtwide upgrades -- such as registration form automation, BANNER 9 baseline updates, and WebSMART 9 enhancements --often leave limited time for testing, placing much of the troubleshooting on the Registrar and A&R team. Staffing shortages intensify these challenges, as Cañada operates the same systems as Skyline and CSM with fewer personnel.
The Registrar has led record cleanup for BANNER upgrades, online graduation, new forms, and Gainful Employment reporting. Over three years, A&R has updated Programs of Study, created SOPs, and tested automation under tight deadlines. While accelerated timelines have caused system errors and confusion, A&R remains the campus’ primary contact, ensuring students stay supported despite high demand and ongoing operational pressures.
The new SSL registration forms have introduced technical challenges, often requiring manual intervention to prevent student delays or penalties. While intended to streamline processes, some forms temporarily increase workload compared to the paper system. Errors trigger IT tickets, and requested enhancements sometimes require extended consultation with Salesforce, which can further delay fixes.
Initiatives like SB 893 Free College and the non-resident tuition waivers -- “6 Units or Less” and “AB1232” -- have expanded access and fueled Cañada’s record enrollment. These programs demand complex processing, and recurring staff vacancies have increased workload and overtime. Rising fraudulent applications have added verification steps, including address checks and manual Identity Hold (IV Hold) reviews, ensuring student authenticity. While these measures take time, they protect institutional integrity and financial aid access. Throughout, A&R remains steadfast in delivering accurate and equitable service to all students.

5. Please list the goals you worked on during the previous program review cycle and describe any progress towards achieving those goals?
By the end of the Summer 2026 session, collect feedback with the goal to achieve at least a 15% increase in positive satisfaction ratings from students, faculty and other users compared to Fall 2025. Attend and actively participate in at least 6 campus community events by June 2026, including hosting or co-hosting at least 2 events related to enrollment services.

Impact of Resource Allocations Process (Suggested word limit 250)

6. Describe the impact to date of previously requested resources (staff, non-instructional assignment, equipment, facilities, research, funding) including both resource requests that were approved and were not approved.
Admissions & Records (A&R) has made significant progress in modernizing operations, improving record accessibility, and enhancing student services through previously approved resource requests. In 2024–2025, A&R secured $85,000 in one-time funding to digitize approximately 80,000 aperture cards and 142 microfilm rolls, completing the conversion of historical student records into a secure, searchable digital system. This initiative strengthens compliance with Accreditation Standard II, improves response times to student and external verification requests, and ensures equitable access to records. In 2023–2024, an additional $4,500 supported the digitization of 35 historical academic catalogs, streamlining access to course descriptions and program information for students, counselors, and external institutions while supporting degree evaluations and transfer reviews.
In 2022–2023, A&R received $10,000 in annual funding to provide digital and printed diplomas and certificates through Parchment, allowing students to conveniently access and share verified credentials

with employers and educational institutions. Additionally, annual overtime funding increased from $10,000 to $15,000, providing essential staffing coverage during peak registration periods, extended service hours, and urgent operational needs. These investments have improved service continuity, operational efficiency, and the overall student experience.
However, repeated requests in 2022–2023 and 2023–2024 for an Admissions & Records III position were not approved. As enrollment rebounds and initiatives such as SB 893 Free College expand, the need for additional permanent staffing has become increasingly critical. The position would strengthen daily operations, improve response times, support enrollment data accuracy, expand outreach, and provide timely assistance to students, particularly underserved and disproportionately impacted populations. Without this position, existing staff continue to manage increased workloads, creating operational strain and potential delays in essential student services.
Overall, approved resource investments have strengthened A&R's ability to modernize services, preserve institutional records, and improve student access and support. However, the continued lack of additional permanent staffing remains a significant challenge to sustaining timely, equitable, and effective services as student needs and enrollment demands increase.

7. How have these resources (or lack of resources) affected disproportionately impacted students/clients?
Not receiving approval for an Admissions & Records Assistant III impacted students in the form of longer response times and curtailed access to A&R services. It potentially also affected A&R staff as they dutifully shouldered a significant workload.

Delays in processing time contribute to the frustration of students and employee burnout. Without the requested position, the work is accomplished with a collateral cost of lengthy processing delays, suboptimal student and community satisfaction with Cañada, staff overwork, and increased risk of noncompliance in critical programs.

Leaving this position unfilled would significantly slow processing times at a critical moment, directly affecting student engagement, enrollment, and access to essential services. Promptly responding to student inquiries and processing petitions is not just a matter of efficiency but a matter of equity. Delays disproportionately impact our underserved, marginalized, and racially minoritized students, who often face additional barriers to navigating complex enrollment processes. Timely, accurate support ensures these students feel seen, supported, and connected to Cañada, which research demonstrates is strongly linked to persistence, retention, and completion. Without this position, the college risks widening existing inequities, creating unnecessary obstacles for students striving to achieve their educational and career goals. Filling this role is critical to maintaining equitable access, promoting student success, and fulfilling Cañada’s mission of empowering all learners, especially those historically underserved.
The staffing shortfall created a ripple effect across our office, reducing flexibility, limiting cross-training opportunities, and shrinking our outreach presence on campus and in the community. It also increased the risk of staff burnout, with team members struggling to respond to voicemails and emails promptly. Student satisfaction surveys reflected these impacts, showing higher rates of dissatisfaction with Admissions & Records than is acceptable

Non-Personnel Item (2026 - 2027)

Requested Year
2026 - 2027

Program Requesting Resources
Admissions & Records Office

Item Requested
Student Assistant Budget

Item Description
Hire student assistants to assist students with applications, registration, and general admissions support.

Program Goals this Request Supports
To achieve at least a 15% increase in positive satisfaction ratings from students, faculty and other users compared to Fall 2025.

Status
New Request - Active

Type of Resource
Non-Instructional Expenses (over $5,000) e.g., equipment

Cost
25,000

One-Time or Recurring Cost?
Recurring Cost

Critical Question: How does this resource request support closing the equity gaps as identified in the current SEAP plan?
The hiring of student assistants in Admissions & Records is essential to advancing the District's Student First philosophy and addressing equity gaps identified in the SEAP plan. Additional student support will strengthen the department's ability to provide timely, accessible, and equitable services, particularly for marginalized, underserved, and first-generation students who may need additional guidance navigating the admissions and registration processes.

Student assistants will help reduce barriers to enrollment and educational access by assisting students at the counter, responding to emails and phone inquiries, guiding students through applications and registration, and helping them navigate their WebSMART accounts. By improving response times, reducing wait times, and increasing student engagement, the department can ensure that students receive the assistance they need to successfully access and continue their education.

Additionally, increased staffing will allow Admissions & Records to strengthen collaboration with programs such as Promise Scholars, EOPS, CARE, CalWORKs, FFYSI, TRIO, DRC, and VROC through timely referrals and a warm-handoff approach to connecting students with campus resources.

Ultimately, this resource request is an investment in student equity and success. Providing additional student assistants will allow Admissions & Records to deliver more responsive, inclusive, and student-centered services, reduce administrative barriers, improve the student experience, and ensure that all students—regardless of their background or circumstances—have equitable access to the information, resources, and support they need to achieve their educational goals.

Critical Question: How does this resource request support LatinX, AANHPI, and Black and African American students?

Hiring student assistants in Admissions & Records will strengthen the department's ability to provide accessible, culturally responsive, and equitable services to LatinX, AANHPI, and Black and African American students. As a designated Hispanic-Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI), Cañada College has a responsibility to ensure that students from historically underserved communities have access to the information, guidance, and resources necessary to successfully navigate the enrollment and registration process.

Additional student assistant support will allow Admissions & Records to maintain consistent in-person services while improving responsiveness through phone, email, and other communication channels. Student assistants will help students understand application requirements, complete registration steps, navigate their WebSMART accounts, and access important college resources. This additional support will help reduce communication barriers, minimize delays, and create a more welcoming and supportive experience for students, including those from ESL, immigrant, and multilingual communities.

Furthermore, student assistants will help advance departmental initiatives focused on eliminating educational and financial barriers, including policies such as the non-resident tuition fee waiver for undocumented students. By providing timely information, assisting with required documentation, and connecting students with appropriate campus resources, student assistants will help ensure that students are aware of and able to access opportunities that make higher education more affordable and accessible.

Ultimately, this resource request represents an investment in equitable access and student success. Additional student assistants will increase Admissions & Records' capacity to provide timely, inclusive, and culturally responsive support, reduce unnecessary enrollment and registration barriers, and strengthen communication with LatinX, AANHPI, and Black and African American students. By ensuring that students receive the guidance and assistance they need from their first interaction with the college, Admissions & Records can help create a more equitable matriculation experience and support students in achieving their educational goals.

Map Request to College Goals and Strategic Initiatives

Which of Cañada College's Goals does this resource request support?

Student Access and/or Success and/or Completion
Equity-Minded and Antiracist College Culture
Community Connections

Which of Cañada College's Strategic Initiatives does this resource request support?

Make registration easier
Ensure students (particularly part-time students) experience a sense of belonging and connection to the College that helps them persist and complete
Create and sustain an inclusive and/or antiracist and/or equity-minded campus culture
Strengthen the college culture of continuous assessment and improvement in order to ensure all programs effectively serve students and close equity gaps
Better share what Cañada offers